

IT Partners

BUSINESS & TECHNOLOGY COMING TOGETHER

March 26, 2010

Ted Stallings
CPPB, Procurement Officer
Tempe Procurement Office
20 E. Sixth Street (2nd Floor)
Tempe, AZ 85281

RE: Request for Proposal: 10-132

Dear Mr. Stallings,

On behalf of ITP Consulting, Inc., dba IT Partners, please accept our submission and formal response to the City of Tempe's Request for Proposal, 10-132 for HP Mini Computers, Enterprise Servers, Related Enterprise Products, Accessories, Services and Bolt on Items, dated March 18, 2010.

We are pleased to inform you that IT Partners will be relocating its Offices to Tempe, Arizona in 2010. IT Partners has purchased an office building within the city limits of the City of Tempe and will relocate to Tempe shortly after our April, 2010 close of escrow date.

IT Partners has established a valuable relationship with the City of Tempe over the last five years providing HP products and "Best Practice" solutions. The people at IT Partners and the City of Tempe have made this relationship a success.

Please contact me directly at 602-296-6103, if you have any questions about our Response. We look forward to the opportunity to continue to work with the City of Tempe.

Sincerely,

Willie Hawileh
Chief Operating Officer
IT Partners
2828 North Central Ave
Suite 1203
Phoenix, AZ 85004

Enclosures

Vendor's Offer

It is required that Offeror complete, sign and submit the original of this form to the City Procurement Office with the proposal response offer. An unsigned "Vendor's Offer", late proposal response and/or a materially incomplete response will be considered nonresponsive and rejected.

Offeror is to type or legibly write in ink all information required below.

Company Name: ITP Consulting, Inc. dba IT Partners
Company Mailing Address: 2828 N. Central Avenue, Suite 1203, Phoenix, Arizona 85004
City: Phoenix State: Arizona Zip: 85004
Contact Person: Willie Hawileh Title: Chief Operations Officer
Phone No.: 602-296-6103 FAX: 602-667-0384 E-mail: willie.hawileh@goitpartners.com

Company Tax Information:

Arizona Transaction Privilege (Sales) Tax No.: 07686110-T or

Arizona Use Tax No.: _____

Federal I.D. No.: 06-1685063

City & State Where Sales Tax is Paid: Phoenix, Arizona

If a Tempe based firm, provide Tempe Transaction Privilege (Sales) Tax No.: _____

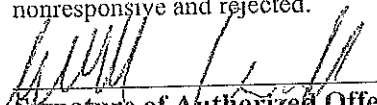
THIS PROPOSAL IS OFFERED BY

Name of Authorized individual (TYPE OR PRINT IN INK) Willie Hawileh

Title of Authorized Individual (TYPE OF PRINT IN INK) Chief Operating Officer

REQUIRED SIGNATURE OF AUTHORIZED OFFEROR (MUST SIGN IN INK)

By signing this Proposal Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other Offeror or potential Offeror. In accordance with A.R.S. 35-391.06 and 35-393.06, et seq., the Offeror hereby certifies that it does not have scrutinized business operations in Iran or Sudan. Failure to sign and return this form with proposal offer will be considered nonresponsive and rejected.


Signature of Authorized Offeror

3-25-2010
Date

Form 201-B (RFP)
(H/RFP 3-2008)



Executive Overview

IT Partners is pleased to submit our Response to RFP 10-132 ("the RFP") to the City of Tempe, for HP Mini Computers, Enterprise Servers, Related Enterprise Products, Accessories, Services and Bolt on Items.

We are pleased to inform the City of Tempe that IT Partners intends to relocate its Offices into Tempe, Arizona in 2010. IT Partners purchased an office building within the city limits of the City of Tempe and will be relocating to Tempe shortly after our April, 2010 close of escrow date.

IT Partners' unique value add to our Hewlett-Packard Platinum Business Partner equipment sales focus is our in-depth professional services that assists our customers with the introduction and deployment of new technologies into established IT infrastructures while maintaining day to day system and application operations. IT Partners has extensive experience in Information Technology projects from both an application and an infrastructure standpoint. Whether the City of Tempe needs assistance with planning and design of technology solutions or deployment resources, IT Partners can supply the resources and project teams to meet these requirements.

Based on our reading of the RFP, and our experience working with the City of Tempe on a number of IT projects, IT Partners believes that we have a solid understanding of the current state of the City of Tempe's systems environment and future equipment purchasing plans.

Proposal Questionnaire

Hewlett Packard Authorizations and Certifications

1. Is your firm an HP Authorized Reseller?

Yes X No If yes, attach a letter of authorization.

2. List all HP authorizations and Certifications

HP Authorizations/Specializations:

- Authorized Platinum Partner
- Authorized Business Solutions Partner - ABSP
- Business Critical Service Elite (BCS solution expertise)
- Personal Systems Group (PSG) (e.g. desktops, laptops, thin clients)
- Converged Infrastructure Elite (Data Center Elite)
- Enterprise Servers (e.g. HP Integrity, HP 9000 Unix, HP 9000 Itanium, e3000)
- Enterprise Storage Elite (e.g. EVA, XP)
- Enterprise StorageWorks (e.g. MSL, ESL Libraries)
- Industry Standard Servers (e.g. BladeSystems, ProLiant)
- Microsoft Solutions Elite (Delivery of end to end SQL solutions)
- Networking (e.g. ProCurve Elite, Brocade, Cisco)
- Public Sector Elite (Local Governments, Education & Federal expertise)
- Service Sales Elite (Design of Service Solutions)
- Software Products (e.g. OpenView, Mercury, Microsoft, Symantec, VMware)
- Virtualization Solutions Elite (Virtualization solution products and services)
- Workstations (e.g. Unix/Itanium)

HP Certifications – (Number of employees holding Cert.):

- Hewlett-Packard Adaptive Infrastructure Maturity Model/AIMM – (3)
- Hewlett-Packard Information Technology Infrastructure Library/ITIL – (2)
- Hewlett-Packard Master Accredited Systems Engineer/MASE – StorageWorks Platforms – (1)
- Hewlett-Packard Accredited Systems Engineer/ASE – StorageWorks Platforms – (2)
- Hewlett-Packard Accredited Presales Consultant/APC – StorageWorks Platforms – (2)
- Hewlett-Packard Accredited Integration Specialist/AIS – StorageWorks Platforms – (2)
- Hewlett-Packard Certified Systems Administrator/CSA – HP-UX – (3)
- Hewlett-Packard Certified Systems Engineer/CSE – HP-UX – (1)
- Hewlett-Packard Accredited Integration Specialist/AIS – Integrity Platforms – (1)
- Hewlett-Packard Accredited Integration Specialist/AIS – ProLiant Platforms – (2)
- Hewlett-Packard Accredited Systems Engineer/ASE – ProLiant Platforms – (1)

Firm's Experience and Qualifications

1. Does your firm have an office location within the Phoenix metropolitan area?

Yes ☒ No ☐ If yes, provide the complete address information below.

IT Partners
2828 N. Central Avenue
Suite 1203
Phoenix, Arizona 85004

Note: IT Partners is relocating its Offices to Tempe, Arizona in 2010. IT Partners has purchased an office building in Tempe and will be moving to this location shortly after our April, 2010 close of escrow date. The new office location will be:

IT Partners
1544 W. Mineral Road
Tempe, Arizona 85283

2. Will your firm comply with the service response times as outlined on pages 24 and 25 of this RFP?

Yes ☒ No ☐

3. Provide the city(s) and state(s) where the service personnel are located and what there responsibilities are?

Currently, all IT Partners employees, including all service personnel are located at the Phoenix, Arizona address listed above. Shortly after IT Partners relocation to Tempe, Arizona, all employees will be located at the Tempe address listed above. The responsibilities of the services personnel include:

- Pre-sales support and sales support and services of all equipment/hardware and software as listed on page 12 of IT Partners' Response to the Proposal Questionnaire.
- The delivery of Pre-sales demonstrations and educational seminars for all equipment proposed.
- Participation in IT Partners Order Process for validation of orders and order change requests.
- To maintain current on the HP Certifications as listed under question 2 of this Proposal Questionnaire.
- Delivery of all professional services being proposed.
- Delivery of all pre-sales, sales and professional service support as listed under our response to question 11 below.
- Delivery of all professional services listed in Attachment A.

4. Explain your firm's return policy.

Return Materials Authorizations (RMAs):

- RMAs will be issued immediately if the request meets manufacturer return guidelines. All other RMA's will be issued within twenty-four hours after receipt of all necessary information. All RMA requests must be received within 10 days from the invoice date to the customer. You can request return authorization by contacting your IT Partners Sales Representative or by calling (602) 667-0100. IT Partners must receive the product within 10 days from the date the RMA was issued. The RMA expiration date will be clearly marked on the packing slip issued to the customer. Manufacturer packaging must be intact. The RMA number must be clearly marked on a label on the shipping container to IT Partners. Do not deface the product packaging.
- Any return received improperly packed, will be charged a packaging fee.
- Any return received damaged in transit, will be returned.
- Any return received late, up to 10 days following expiration date, are subject to re-approval. If accepted, they will be charged a 20% restocking fee.
- Any return received greater than 10 days following expiration date, or any unauthorized return, will automatically be returned.
- Integrated returns that are granted for the customer convenience reasons will be charged a de-integration fee equal to the original integration fee.

Dead on Arrival (DOA):

- In the event you received DOA product, please contact IT Partners. You will be advised if an RMA can be issued or whether the Manufacturer requires you to call them directly. If DOA product is returned to the manufacturer, and subsequently returned to IT Partners as "no defect found", the product may be returned to your or you may be billed for it.

5. Explain and provide list of training and costs, if available, for specific products being proposed. If training is not supplied directly by your company, please describe the relationship with the training organization.

IT Partners is an authorized direct reseller of HP formal educational courses and training, as well as a reseller of other vendor educational services. Additionally, IT Partners offers customized education and training services tailored to our clients training requirements.

6. Does your firm have all required Federal, State, and local licenses required for resulting contract?

Yes X No If no, please explain.

7. Within the previous five years has your firm been debarred from contracting with any local, state, or federal governmental agency?

Yes No X If yes, explain

8. Within the previous five years has your firm used any subcontractor to perform work on a government contract when that subcontractor had been debarred by a governmental agency?

Yes No X If yes, explain.

9. Within the previous five years has your firm been the defendant in court on a matter related to any of the following issues:
- Payment to subcontractors? Yes _____ No X
 - Work performance on a contract? Yes _____ No X

10. Describe your firm's E-Commerce abilities to electronically send and receive information, orders, and other documents.

IT Partners has made a significant investment in software applications for CRM and Order Processing. Our internal application, BizView allows IT Partners to quickly receive and process manufacturer, distributor and vendor data. The BizView application can directly import this data into its database for fast quotations and order processing. For quickly sending information, the application also directly exports into multiple formats such as Adobe PDF, Crystal Reports, Microsoft Word & Excel as well as Rich Text Format for certain e-mail applications. Changes to quotations, orders or other data can be made in just a few minutes. Internal reporting capabilities are extensive, as IT Partners can upon request, generate a complete account history showing such information as number and types of products order within adjustable time frames. The BizView application is a mature application that has been in production use for the past four years. Annual maintenance releases of this application keep it current to our business needs.

11. List any additional services that your company will offer the City of Tempe and list applicable costs (attachments may be used):

| | |
|---|--|
| a. <u>IT Partners Custom and Packaged Professional Services</u> | (see Attachment A) |
| b. <u>Akorri Products, Services and Support</u> | <i>For line items b-o: These discounts will be equal to or greater than standard local government discount prices.</i> |
| c. <u>Brocade Products, Services and Support</u> | |
| d. <u>Cisco Products, Services and Support</u> | |
| e. <u>CommVault Products, Services and Support</u> | |
| f. <u>EMC Products, Services and Support</u> | |
| g. <u>i365 Products, Services and Support</u> | |
| h. <u>Microsoft Products, Services and Support</u> | |
| j. <u>Red Hat Products, Services and Support</u> | |
| k. <u>Symantec Products, Services and Support</u> | |
| l. <u>Vizioncore Products, Services and Support</u> | |
| m. <u>VMware Products, Services and Support</u> | |
| n. <u>Wyse Products, Services and Support</u> | |
| o. <u>Additional Product, Services and Support Authorizations</u> | |

12. Contractor to explain ordering process, including presales support, pre-configuration, delivery schedules and shipping methods and capabilities to expedite orders.

[Please refer to Attachment B for Pre-sales & Order Process Work Flow Diagrams]

IT Partners ordering process begins with our four phase pre-sales process to correctly identify our client's hardware, software, services and delivery requirements. After capturing these requirements, our Pre-sales team hands off the solution to our Order Processing team. The Order Processing team communicates all above requirements to the Distributor when placing the order. This team also completes daily follow-ups with the Distributor to verify shipment ETAs and to confirm and communicate any expedite status.

13. Describe your ability to timely provide pre-sales demonstrations and educational seminars for the equipment being proposed.

[Please refer to Attachment C for further information on our local Demo Center]

The IT Partners local Sales Office is equipped with a multi-million dollar Demo Center capable of demonstrating most all of the authorized products and solution sets offered. Due to IT Partners relationship with Avnet, we also have access to the local Avnet Demo Center as an extension of our own demo capabilities. IT Partners frequently conducts product and technology demonstrations as well as educational seminars in our local offices.

Firm's Employee Qualifications

1. List designated Contract Manager who will be responsible for managing all work provided by any resulting contract. (This individual shall be considered "Key Personnel.").

Contract Manager Name: Willie Hawileh
Phone Number: (602) 296-6103
Cellular Phone (602) 570-8744
Fax Number: (602) 667-0384
E-mail Address: willie.hawileh@goitpartners.com

2. List the sales staff (team) that will be responsible for supporting the City of Tempe account, based upon your capabilities at the time of proposal opening. Provide a brief overview of the experience and background for each team member.

Presale and Sales

Name: Richard Cook, Account Manager – HP Account Engineer for 15 years. Account Manager for 12 years.
Name: Scott Hookom, Solution Architect – HP Master level presales consultant with over 17 years experience.
Name: Gary Johnston, CEO – Sales & Marketing – Over 25 years in computer equipment sales and mngt.
Name: Bob Lindquist, Vice President – Sales Manager – Over 12 years of presales & sales management.
Name: Mike Rockwell, Solution Architect – Over 10 years of presales consulting experience.

Consulting

Name: Bill Cassidy, Vice President Professional Services – Over 24 years as an IT consultant and professional.
Name: Chris Meador, Principal Consultant -17 years as an IT consultant and professional.
Name: Doug Baer, Principal Consultant – Over 20 years as an IT consultant and professional.
Name: Dave Cook, Senior Consultant – 16 years as an IT consultant and professional.
Name: Greg Vasquez, Principal Consultant – Over 25 years as an IT consultant and professional.
Name: John Quinn, Senior Consultant – Over 20 years as an IT consultant and professional.
Name: Rob Gibson, Principal Consultant – 18 years as an IT consultant and professional.
Name: Randy Stanley, Principal Consultant – Over 14 years as an IT consultant and professional.
Name: Steve Brooks, Senior Consultant – Over 25 years as an IT consultant and professional.
Name: Shawn Leiker, Senior Consultant – Over 15 years as an IT consultant and professional.

Other

Name: Brian Beck, Inside Sales/Operational Support – Over 15 years experience in operational support.
Name: Corey Anderson, Sales Operations – 11 years experience in sales operations.
Name: Doree Harper, Support Contracts – Over 12 years experience in operational support.
Name: Mike Potter, Sales Operations – 14 years experience in sales operations.
Name: Troy Wittrock, Inside Sales – Over 17 years experience in Inside Sales.
Name: Willie Hawileh , COO – Operational Support – Over 15 years experience in operational management.

*Note: All IT Partners staff members are local resources, residing in the Greater Metropolitan Area.

Presales and sales support and services of equipment/hardware and software.

1. Does your firm have the ability to provide presales and sales support and services for the following?

| | | | | |
|---|-----|----------|----|-------|
| HP 9000 and Integrity Servers, and upgrade components | Yes | <u>X</u> | No | _____ |
| HP Product technology roadmaps | Yes | <u>X</u> | No | _____ |
| HP Storage products and solutions | Yes | <u>X</u> | No | _____ |
| HPBackup and recovery products | Yes | <u>X</u> | No | _____ |
| HP system software and monitoring tools | Yes | <u>X</u> | No | _____ |
| HP Openview products and services | Yes | <u>X</u> | No | _____ |
| HP ProLiant enterprise servers | Yes | <u>X</u> | No | _____ |
| HP Enterprise printers | Yes | <u>X</u> | No | _____ |
| Rack and power systems for Datacenter | Yes | <u>X</u> | No | _____ |
| Miscellaneous devices, peripherals, cables for operation or interfacing of HP equipment | Yes | <u>X</u> | No | _____ |
| HP enterprise maintenance and support | Yes | <u>X</u> | No | _____ |
| HP remarketed products | Yes | <u>X</u> | No | _____ |

References

1. List three (3) current client references, public entities preferred for which your firm has provided similar services within the past five years. The City reserves the right to contact references not provided by Offeror.

Reference one:

Name of firm: TriWest Healthcare Alliance

Contact Person: Mike Shanks

Contact Person

phone number: (602) 564-2499

Length of Contract 4-Years (2007 to Present)

Product and Services
provided

- HP Blades; BL460's BL680's and BL860's
- HP Enterprise Storage; EVA5000, EVA8100, EVA6400 and XP12000
- HP Enterprise Servers; rp3400, RX8640, RX8620 and RX6660
- HP Integrity Blades
- HP Proliant Servers; DL585's, DL380's and DL360's
- Brocade SAN Directors
- HP Mercury Software
- Vmware Server Consolidation Services
- Enterprise Storage Design Architecture and Integration consulting
- Virtualization strategy
- HP-UX Consulting Services
- HP Support Administration

Reference two:

Name of firm: Maricopa County Community Colleges District

Contact Person: Rod Marten

Contact Person

phone number: (480) 731-8745

Length of Contract 4-Years (2006 to Present)

Product and Services
provided:

- HP Enterprise Storage; EVA6000, EVA6100 and EVA4400's
- Brocade SAN Directors
- HP Enterprise Servers; rp4440, RX864, RX4640, RX6660 and Integrity Blades
- HP Blades; BL465's and BL685's
- HP Proliant Servers; DL585's, DL385's and DL360's
- Symantec Netbackup products and Implementation Services
- VMware Server Consolidation Services
- Enterprise Storage Design Architecture and Integration consulting
- Microsoft Active Directory Services
- Virtualization strategy
- HP-UX Consulting Services
- Senior Project Management Services
- HP Support Administration

Reference three:

Name of firm: Maricopa Integrated Health Services

Contact Person: Mindy Maggio

Contact Person

phone number: (602) 344-8528

Length of Contract 2-Years (2008 to Present)

Product and Services
provided:

- HP Enterprise Storage; XP24000's
- Cisco SAN Directors
- HP Enterprise Servers; RX3600 and RX6660's
- HP Blades; BL460's and BL685's
- HP Proliant Servers; DL585's, DL385's and DL360's
- HP MSL6060 Tape Libraries
- HP Virtual Library System VLS12000
- VMware Server Consolidation Services
- Enterprise Storage Design Architecture and Integration consulting
- Virtualization strategy
- HP-UX Consulting Services
- HP Dataprotector Products and Implementation Services
- Senior Project Management Services
- HP Support Administration

Overall response of RFP

1. Does your company accept all terms and conditions of this solicitation?

Yes X No If no, please explain



March 22, 2010

ITP Consulting, Inc.
dba IT Partners
2828 N Central Ave Ste 1203
Phoenix, AZ 85004

TO WHOM IT MAY CONCERN:

ITP Consulting, Inc., dba IT Partners, doing business at, 2828 N Central Ave Ste 1203, Phoenix, AZ 85004, has been an HP Authorized Reseller in good standing since 4/02/2003. This HP Platinum Business Partner markets solutions incorporating HP Commercial Products in the United States and believes in providing end-user satisfaction through sales, and ongoing warranty support. The authorizations and specializations are as follows:

| HP Product Authorizations | HP Technology Specializations |
|--|---------------------------------------|
| ISS (ProLiant Servers) | Authorized Business Solutions Partner |
| UX (Server, Workstation) | Business Critical Service Elite |
| Enterprise Servers | Converged Infrastructure Elite |
| Enterprise Storage Works | Enterprise Storage Elite |
| Networking | Microsoft Solutions Elite |
| PSG (Desktops, Laptops, Thin Clients) | Public Sector Elite |
| Software (OpenView, Mercury, Microsoft, VMware, Symantec) | Service Sales Elite |
| | Virtualization Solutions Elite |

Thank you for your interest in HP and ITP Consulting, Inc., dba IT Partners!

Sincerely,

Robert Coss
Partner Business Manager
Southwest Territory
Hewlett-Packard Company

RFP 10-132 Price Sheet

| GROUP NO. | DESCRIPTION OF REQUIRED MATERIAL, SERVICE OR CONSTRUCTION | DISCOUNT GWT | | PUBLISHED PRICE LIST |
|-----------|---|----------------------------|----------------------------|-------------------------|
| | | <u>Minimum</u> Discount | <u>Maximum</u> Discount | |

Use Hewlett Packard price list located at www.hp.com, for Government & Education, State and Local Government for Groups 1 through 9.

| | | | | |
|----|--|-----|-----|--|
| 1 | HP 9000 and Integrity Servers and upgrade components | 10% | 40% | |
| 2 | HP Storage products and solutions | 10% | 60% | |
| 3 | HP Backup and recovery products | 10% | 50% | |
| 4 | HP system software and monitoring tools | 10% | 50% | |
| 5 | HP Openview products and services | 10% | 50% | |
| 6 | HP Proliant enterprise servers | 10% | 40% | |
| 7 | HP Enterprise Printers | 10% | 40% | |
| 8 | HP Remarketed products | 10% | 70% | |
| 9 | HP Enterprise system maintenance and support | 10% | 40% | |
| 10 | Rack and Power systems for the data center | 5% | 50% | |
| | <i>One Year Product Warranty</i> | | | |
| | Warranty Period | | | |
| 11 | Miscellaneous devices, peripherals, cables for operation or interfacing of HP HP equipment | 5% | 50% | |
| | <i>One Year Product Warranty</i> | | | |

Warranty Period

12 Percentage discount off Contractor(s) catalog (if applicable) for related enterprise items and/or services not listed in groups 1 through 10.

| <i>One Year Product Warranty</i> | | |
|--|-------------------------|-------------------------|
| Warranty Period | <u>Minimum Discount</u> | <u>Maximum Discount</u> |
| Product lines offered in RFP response. | | |
| Akorri | 10% | 50% |
| Brocade | 10% | 50% |
| Cisco | 10% | 50% |
| Comm Vault | 10% | 50% |
| EMC | 10% | 50% |
| i365 | 10% | 50% |
| Microsoft | 10% | 50% |
| Red Hat | 10% | 50% |
| Symantec | 10% | 50% |
| Vizioncore | 10% | 50% |

RFP 10-132 Price Sheet

| | | |
|--------|-----|-----|
| Vmware | 10% | 50% |
| Wyse | 10% | 50% |

Will your firm charge the City of any of the support services detailed on pages 24 and 25 of this RFP.

Yes X No

If yes, provide all costs for services

Cost

| | |
|---------------------|----------------|
| Pre-Sales | no charge |
| Final Configuration | no charge |
| Installation | \$125-190 / hr |
| Post-Installation | \$125-190 / hr |
| Project | \$125-190 / hr |
| Roadmaps | no charge |
| Lab | no charge |
| Workshops | \$125-190 / hr |
| | |
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